

Report to	Performance Scrutiny Committee
Date of meeting	29th September 2022
Lead Member / Officer	Councillor Elen Heaton, Lead Member for Health & Social Care/ Ann Lloyd, Interim Head of Community Support Services
Report author	Nigel Jones, Service Manager Business Support & Communities
Title	Hafan Deg Day Centre Update

1. What is the report about?

- 1.1. Update on Hafan Deg Day Centre progress

2. What is the reason for making this report?

- 2.1. To provide updates as to the effectiveness of the transfer of the facility and services to an external provider, KL Care, including the provider's progress in growing and expanding the services available at the centre, and the lessons learnt from Covid-19.

3. What are the Recommendations?

That Scrutiny:

- 3.1. considers and comments upon the information provided, and
- 3.2. supports the continuation of the practice of quarterly monitoring, with a view to securing that plans for the Centre are delivered and key milestones achieved.

4. Report details

- 4.1. The Centre has managed to build up citizens' attendance following difficult times through the Covid-19 pandemic, and is now fully operational again as a day centre following closure throughout the height of Covid.
- 4.2. However, the effects of the pandemic on the Centre have been considerable, particularly in stalling plans for expanding the services offered. All social care providers have had to learn lessons and adapt following the un-precedented impacts of the pandemic, including examining their own resilience, contingency plans, and looking to deliver services in new ways.
- 4.3. All social care services also continue to struggle because of the significant social care recruitment crisis and rising cost of living. However, as we have moved beyond the emergency response to the pandemic, we need to work closely with the Centre to re-focus on plans for developing their activities. DCC will be working with Hafan Deg to do so, while considering lessons learned both by commissioner and provider in planning for the future of this contract and ensuring it continues to meet the needs of the community.
- 4.4. There had initially been some issues with War Memorial Court residents accessing the day centre, largely because of concerns around infection control (when the pandemic had eased, but Covid-19 continued to spread). Residents from War Memorial Court are however now accessing the Centre for coffee afternoons and bingo evenings, and relationships have improved significantly. This is a testament to the open communication and flexibility that all parties have offered.
- 4.5. There is also work currently underway to ensure that War Memorial Court residents, alongside Hafan Deg citizens, have the opportunity to use IT equipment at the Centre. This should provide a valuable community resource while also supporting greater community links and wellbeing.
- 4.6. During a recent contract monitoring visit (June 2022), while a number of areas for improvement were identified, those attending the centre seemed happy and relaxed. Staff were friendly and it was obvious that they knew the individuals well. The Centre ultimately continues to provide person-centred care to all citizens in attendance, supporting the Council's vision for adult social care, the

five ways to well-being and the requirements of the Social Services and Well-being (Wales) Act 2014

- 4.7. We are currently developing an action plan with KL Care to support the Centre to address the identified areas for improvement, and take the corrective and development actions required to enable the service to fully meet the contract requirements.
- 4.8. Regular and robust contract monitoring must take place to ensure that plans for the centre are being delivered, with key milestones achieved. The pandemic also caused significant disruption to contract monitoring activity; DCC continue to work on getting all monitoring back up to date, and returning to regular provision of performance monitoring information from Hafan Deg is a key action within their new action plan, which will be monitored closely.

5. How does the decision contribute to the Corporate Priorities?

- 5.1. The existing services at Hafan Deg already support corporate priorities around resilient and connected communities - and plans for development at the Centre will further enhance this.

6. What will it cost and how will it affect other services?

- 6.1. The service continues to be delivered within the set contract costs.

7. What are the main conclusions of the Well-being Impact Assessment?

- 7.1. Because of the impacts of Covid-19, the plans for expansion of services at the day centre have not yet been realised. The services offered by the centre are therefore not significantly materially different to those in place under the previous impact assessment (Appendix 1). It is recommended that the Wellbeing Impact Assessment is re-visited once key actions have been achieved in line with KL Care's action plan, and work has re-commenced in earnest towards expansion of activities at the Centre now that we are recovering from the pandemic's immediate impacts.

8. What consultations have been carried out with Scrutiny and others?

8.1. Not applicable

9. Chief Finance Officer Statement

9.1. Not applicable

10. What risks are there and is there anything we can do to reduce them?

10.1. Continuing (and re-enforcing) quarterly monitoring will reduce risks as issues can be identified and addressed earlier, with DCC's support as needed.

11. Power to make the decision

Section 21 of the Local Government Act 2000

Section 7 of the Council's Constitution